



City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Administrative Services Assistant
Class Code Number	1020

General Statement of Duties

Performs administrative support functions and activities for an assigned City department; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide administrative support functions and activities for an assigned City department. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Performs administrative support functions and activities for an assigned City department, including budget preparation, planning, and implementation;
- Prepares, submits, and receives all claims and requisitions, obtains quotes for specialized supplies and equipment, and/or authorizes payments and purchases;
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork;

- Prepares specialized analytical reports relating to a core function of a departmental operation for use in policy development and evaluation of existing programs and initiatives;
- Serves as a liaison, through a variety of mediums, between key department personnel and other City departments, law enforcement agencies, the news media, and the general public;
- Addresses concerns, inquiries, or complaints from the general public and takes appropriate action to ensure an expedient and satisfactory resolution, including responding by telephone, correspondence, and/or in person as necessary;
- Coordinates and schedules meetings, appointments, and speaking engagements with community organizations and local business groups for departmental personnel;
- Screens visitors and/or callers, answers programmatic questions, and/or takes messages or refers individuals to designated personnel, other City departments, or outside agencies as necessary;
- Transcribes, prepares, composes, and researches a variety of correspondence, minutes, special reports, and other documentation as requested;
- Coordinates and maintains department records for main office and archives;
- Coordinates the complete process of one or more departmental processes with little or no supervision;
- Performs personnel functions in the department, including preparing and maintaining records pertaining to department personnel records, training, evaluations, new hires, terminations, promotions, workers' compensation reports, and provides other reports and information to departmental personnel and other parties as required;
- Receives cash for designated items, makes appropriate change, and reconciles cash drawers in an accurate and timely manner;
- Processes contracts, applications, licenses, insurance documents, and/or issues permits to City residents, including receipt of fees, in an efficient and courteous manner;
- Coordinates various Department services, including scheduling classes, developing and executing facility rental contracts, taking fees, balancing receipts, and processing monies in accordance with prescribed guidelines and procedures;
- Answers department telephone calls and/or operates communications radio, and directs calls to appropriate City personnel in a timely and efficient manner requiring detailed programmatic knowledge of Department(s) operations;
- Conducts research of State and Federal codes and statutes and other regulatory policies and procedures related to Department projects as assigned;
- Monitors and tracks works in progress and other distributed items as assigned by Department Head;
- Maintains confidentiality in departmental matters as required;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;

- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Thorough knowledge of modern office procedures, practices and equipment;
- Thorough knowledge of modern office filing systems and procedures;
- Some knowledge of the overall functions and services of the Department;
- Some knowledge of City personnel policies and procedures;
- Some knowledge of payroll policies and procedures;
- Some knowledge of procurement policies and procedures;
- Ability to efficiently perform shorthand, typing, and transcription techniques;
- Ability to learn the overall functions, duties, and responsibilities of the Department/Division;
- Ability to efficiently perform basic mathematical computations;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving City activities or policies;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Any combination of training and/or experience that is equivalent to:

- High school graduation or equivalency supplemented by college or other courses sufficient to provide the necessary knowledge, skills, and abilities;
- At least three years of administrative support experience.

Required Special Qualifications
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- May require a valid Class C California State Driver's License and/or additional certifications specific to functional area of assignment.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment.